

Hai Yan Ma
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Skills and Qualifications

- Over 15 years of experience in providing customer service
- Able to communicate with customers effectively
- Knowledge of how to make a place presentable

Work Experience

Waitress	09/2005-Present
Yank Sing	San Francisco, CA
• Greet customers and answer any questions they have	
• Bring the water, tea, and other drinks to the patrons	
• Clear dirty dishes as the customers finish eating	
• Explain and suggest different kinds of food to customers	
Waitress	12/2008-4/2017
Sushi Restaurant	San Francisco, CA
• Explain the different kinds of sushi to customers	
• Take down the order for customers	
• Answer questions that customers have about food and drink	

Education

City College of San Francisco, San Francisco, CA	
Hospitality Vocational Training Program,	08/2016-03/2017
Charity Cultural Services Center	2008
Bartender Training Program	
Technology College, China	09/1997-07/1999
Associate Degree	
Guan Hai High School, China	09/1995-07/1997
High School Diploma	